

Voicenet Interactive

See why Voicenet Interactive chose Aspect CXP Pro to meet customer service goals



Challenges

Voicenet Interactive overcame the following challenges with Aspect:

- Reduced complexity of self-service delivery
- Eased application development
- Improved customer self-service analytics
- Reduced costs

Use Case

Runs the following applications with their Aspect solution:

- Inbound Customer Self-Service (IVR)
- Inbound Call Routing
- Outbound Notifications/Reminders

Uses the following Aspect products:

- Aspect CXP Pro (Hosted)
-

The Results

Selected Aspect over these vendors:

Convergys, Genesys, Interactive Intelligence, Intervice/Edify

Why Aspect?

Support for mobile customer service (mobile web portals or apps for customer service) is extremely important to their current or future business goals.

They also rated support for multi-channel customer service as extremely important to their current and future business goals.

Aspect Self-Service

Aspect Self-Service solutions allow you to design apps once and deploy them on any channel – across IVR, text, social, and mobile channels.

Utilize the power of automation and natural language understanding (NLU) to increase first contact resolution rates without customers ever talking to an agent. Fully embrace the technologies consumers love. Deliver remarkable customer service in a world where people often prefer to help themselves. Transform simple one-way notifications into two-way conversations. Make it easy for customers who prefer texting over talking.

See Aspect self-service and omni-channel demos in action: <http://www.aspect.com/mobile-showcase>

Corporate Headquarters East

300 Apollo Drive
Chelmsford, MA 01824
+(1) 978 250 7900 office
+(1) 978 244 7410 fax

Corporate Headquarters West

2325 E. Camelback Road,
Suite 700
Phoenix, AZ 85016
+(1) 602 282 1500 office
+(1) 602 956 2294 fax

Europe & Africa Headquarters

2 The Square, Stockley Park
Uxbridge
Middlesex UB11 1AD
+(44) 20 8589 1000 office
+(44) 20 8589 1001 fax

Asia Pacific & Middle East Headquarters

8 Cross Street
25-01/02 PWC Building
Singapore 048424
+(65) 6590 0388 office
+(65) 6324 1003 fax

About Aspect

Aspect's fully-integrated solution unifies the three most important facets of modern customer engagement strategy: customer interaction management, workforce optimization, and back-office. Through a full suite of cloud, hosted and hybrid deployment options, we help the world's most demanding contact centers and back offices seamlessly align their people, processes and touch points to deliver remarkable customer experiences. For more information, visit www.aspect.com.

Aspect® and other marks as indicated, are the trademarks or registered trademarks of Aspect Software, Inc. in the United States and other countries.

